Pending Service Order Retrieval

Business Description

Process Name: Pending Service Order Retrieval

Background:

Process Overview: These functions will return all pending service orders given a working telephone
number (WTN), or will return detailed service order information given a WTN and a service order number.

Process Description: Refer to the list of input and output events.

Business Rules: Event 820 has no associated structure.

Event List

List of Pending Service Orders by WTN

Input Event Quantity Event Description

800 yields **Pending Service Order records**

1+ 811 Service Order information

1 820 record completed (no structure)

or

1 130 Pending Service Order Retrieval or LspAccess error

or

1 120 General service error

Pending Service Order Detail by WTN and Service Order Number

Input Event Quantity Event Description

810 yields **Pending Service Order records**

1+ 813 Service Order information

1 820 record completed (no structure)

or

1 130 Pending Service Order Retrieval or LspAccess error

or

1 120 General service error

Input Events

Event 800

Name Type Length Description

lsp opaque 4 CLEC name

userid opaque 11 CLEC user' s User ID

aecn opaque 5 CLEC' s Alternate Exchange Carrier Number

region opaque 4 only used for testing; valid values are TA7 or TA8

npa opaque 4 numbering plan area

nnx opaque 4 exchange

line opaque 5 line number

mcn opaque 12 unused by this function

acna opaque 4 unused by this function

cirdat1 opaque 46 unused by this function

cirdat2 opaque 46 unused by this function

cirdat3 opaque 46 unused by this function

Event 810

Name Type Length Description
lsp opaque 4 CLEC name
userid opaque 11 CLEC user' s User ID
aecn opaque 5 CLEC' s Alternate Exchange Carrier Number
pagenum int the number of the page to retrieve
region opaque 4 only used for testing; valid values are TA7 or TA8
npa opaque 4 numbering plan area
nnx opaque 4 exchange
line opaque 5 line number
OrderNumber opaque 8 pending service order number

Output Events

Event 811

Name Type Length Description
page int screen page number
total_pages int total number of screens
retmsg opaque 70 error or information message
sca opaque 3 system control area
tn opaque 13 telephone number
newdiv opaque 2 IMS region identifier
olddiv opaque 2 IMS region identifier
OrderData OrderByTN 60

where OrderByTN is:
Name Type Length Description
OrderNumber opaque 8 pending service order number
DueDate opaque 6 due date
OrderStatus opaque 2 status of service order: (O)riginating, (C)ompleted,
(P)osted, (E)rror CRIS, (R) cancelled, (D)eleted
Multiple event 811s can be returned. An event 820 signals completion of the output. There is no structure
associated with event 820.

Event 813

Name Type Length Description
page int screen page number
total_pages int total number of screens
retmsg opaque 70 error or information message
sca opaque 3 system control area
ordnum opaque 8 pending service order number
suffix opaque 6 information on customer hold or information pass
npa opaque 4 numbering plan area
nnx opaque 4 exchange
line opaque 5 line number
cc opaque 4 customer code
newdiv opaque 2 IMS region identifier
olddiv opaque 2 IMS region identifier
BillData BIInfo 40
edddate opaque 9 effective directory date
eddcode opaque 2 effective directory code
adddate opaque 6 application date (date customer made request)
si opaque 3 service representative identifier
sls opaque 8 service representative sales code
ex opaque 4 central office exchange

Event 813, continued…

Name Type Length Description
cs opaque 6 class of service
ocs opaque 4 old class service
dddate opaque 9 due date
dddcode opaque 2 due date code: (W) next available, (X) customer
requested, (Y) company initiated; blank disconnect
sa opaque 2 special address code: (A) am, (P) pm. In some states,
hours are used.
ebddate opaque 9 billing date
ebdcode opaque 3 billing date code
sc opaque 2 special code
cddate opaque 9 completion date
cdind opaque 2 completion date indicator
iddate opaque 6 issue date, due order distributed
sddate opaque 6 subsequent due date
sdaccs opaque 2 subsequent due date special access code
locol opaque 3 originating typist location
typot opaque 3 originating typist ID
proofpl opaque 3 distributing typist location
proofop opaque 3 distributing typist ID
loccl opaque 3 completion typist location
typct opaque 3 completion typist ID
distdl opaque 3 correcting typist location (when orders will not post to
CRIS, or order is changed and "DUPEd"
proofcp opaque 4 correcting typist ID
date opaque 7 date of status
time opaque 7 time of status
status opaque 2 status of service order: (O)riginating, (C)ompleted,
(P)osted, (E)rror CRIS, (R) cancelled, (D)eleted
scrind opaque 2 screen indicator: (S)creening, (P)aging; P is only found on
complex accounts
majpage opaque 5 requested page of multiple page order (area behind
screen indicator)
minpage opaque 2 screen page number

where BIInfo is:

Name Type Length Description
BillInfo opaque 37 customer service information

Multiple event 813s can be returned. An event 820 signals completion of the output. There is no structure
associated with event 820.

Error Output Parameters

Event Numbers Description
120 General service error
130 Application or LspAccess Error
Name Type Length Description
OrigEvent long Original Event
ErrorMsg opaque 100 Error Message

Error Messages

These information messages will be returned in the retmsg field in events 811 and 813.

*P13 SCREEN PAGE NUMBER NOT FOUND

Explanation: The service order number supplied cannot be found.

Action: Verify the telephone number and service order number for validity. If they are correct, the
service order may not be pending, otherwise contact the IS Call Center.

*P20 FOUND 0 ORDS FOR telephone number
Explanation: There are no pending service orders for this telephone number.
Action: Verify the telephone number. If it is correct, the service order may not be pending, otherwise
contact the IS Call Center.